



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
2 JUL 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	8
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	10

If there is any issue you feel you do not understand or require further clarification on, or you wish to make any other comment, please let us know below. Although there is no obligation to put your name on the questionnaire, please bear in mind that we are unable to provide an individual response if you do not.

Comments:

Name (optional) _____

gh0906

RECEIVED
3 JUL 2012



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	9
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	8
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	10
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	8
Do we present ourselves in an open and honest way?	9
Do we give value for money?	8
What overall score do you think we deserve?	8

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Comments:

Name (optional) _____

cs0906



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

Customer Survey

RECEIVED
- 4 JUL 2012

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	9
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	8
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments: *I deal with Graeme Harper who I find to be very efficient with a balanced approach to our dealings.*

Name (optional) _____

gh0906



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
-5 JUL 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments:

Name (optional) _____

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Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

Name (optional)

gh0906

RECEIVED
- 6 AUG 2012



Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	7
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	6
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	8
What overall score do you think we deserve?	8

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Comments:

Thank you for your assistance and advice.

Name (optional)

ghmans



Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

Customer Survey

RECEIVED
31 JUL 2012

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	10
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	10

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Comments:

Name (optional)

jrb0906



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISER

RECEIVED
13 AUG 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

I like the regular personal contact, and periodic meetings
also, for reviewing needs / opportunities / strategies

Thank you

Name (optional)

ib0906



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
20 AUG 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments: Thomas and Co Financial Services provided me with ~~an~~ exemplary advice. My specific needs were carefully assessed and the options clearly explained. I will not hesitate to recommend your company and will certainly be using you again.

jh0906

Name (optional) _____



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Do we get back to you when promised?	10
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	
What overall score do you think we deserve?	9

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Comments:

*If we didn't think you gave us a good service
we would go elsewhere*

Name (optional) _____



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How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

RECEIVED
30 OCT 2012

gh0900

Name (optional) _____



Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	8
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments:

RECEIVED
30 OCT 2012

gh0006

Name (optional) _____



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
31 OCT 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	9
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	9
Do we give value for money?	6
What overall score do you think we deserve?	8

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Comments:

Name (optional) _____

gn0306



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
13 NOV 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	8
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	8
Do we keep you informed?	8
Do we spend enough time finding out about your needs?	8
Do we spend enough time explaining how things work and the risks involved?	8
Do we present ourselves in an open and honest way?	8
Do we give value for money?	8
What overall score do you think we deserve?	8

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Comments:

Name (optional) _____

g50806



Thomas & Co Financial Services
INDEPENDENT FINANCIAL ADVISERS

RECEIVED
31 DEC 2012

Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	9
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	8
Do we keep you informed?	7
Do we spend enough time finding out about your needs?	8
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	9
Do we give value for money?	8
What overall score do you think we deserve?	8

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Comments:

Name (optional) _____

jp0906